



MEDIA RELEASE

STATE OF TENNESSEE
DEPARTMENT OF FINANCE & ADMINISTRATION

FOR IMMEDIATE RELEASE
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TENNCARE AND DEPARTMENT OF HUMAN SERVICES TO BEGIN NEXT ROUND OF ENROLLEE RENEWAL

IMPROVEMENTS MEAN EASIER PROCESS FOR MEMBERS AND CASEWORKERS

NASHVILLE, Tenn. — Today the TennCare Bureau and the Tennessee Department of Human Services (DHS) begin the next round of the enrollee renewal process. Through the annual renewal process, the TennCare Bureau will determine if enrollees are still eligible for TennCare coverage and secure updated contact information to comply with federal and state laws.

“The annual renewal process is an important part of TennCare’s ongoing efforts to ensure only those eligible for the program receive benefits, and we’ve taken extra steps to make sure this year’s renewal process is easier to navigate,” said Manny Martins, deputy commissioner in charge of TennCare. “We’ve been working to gather feedback from Human Services caseworkers, TennCare staff and the advocacy community to help make improvements to this year’s renewal process, with the goal of making the process more enrollee friendly while improving efficiency.”

| This year’s TennCare renewal process improvements include:

- Simplified mail-in forms with clearer instructions
- Dedicated help desk to answer enrollee questions about medical eligibility (ME)
- More time for the enrollee to complete the ME packet (60 days instead of 45)
- Automatic 30-day extension if a packet is received on time, but with missing information
- Replacement packets will be available through the TennCare information line and Human Services offices
- Better trained TennCare and Human Services caseworkers in all 95 counties

“To better manage both the need for annual renewal and current Human Services caseworker loads, we will not renew the entire waiver population in only a few months as in the past,” said Human Services Commissioner Virginia T. Lodge. “Instead, we will mail a smaller number of notices the first month and then increase each month’s mailing size. This will enable us to correct any unforeseen issues as we move through the process.”

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The first renewal notices will be sent to 5,000 TennCare households in January. TennCare will then send approximately 15,000 households renewal notices at the end of each month until the entire population has been notified. This improved roll-out of the renewal process will enable TennCare to work to spread renewal notification across the state so as not to overload any one Human Services office.

“It is important to note that enrollees should wait until their household receives the renewal notice before taking any action,” said Lodge. “Every TennCare Standard member will receive a renewal letter and only then should they begin the renewal process.”

Through the renewal process, TennCare will verify the enrollee’s name, address, income, access to insurance and confirmation of qualifying medical conditions, as necessary. The Medicaid population renews coverage throughout the year in a separate process that centers on verifying income.

Enrollees with questions about the TennCare renewal process should call the information line toll-free at 1.800.669.1851.

TennCare is Tennessee’s managed care insurance program for 1.3 million people who are poor, disabled or uninsured.

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Note to media: For additional information about the renewal process, visit <http://www.tennessee.gov/tenncare/renewal>